

Quality Assurance Surveillance Plan on National Center on Child Welfare and Substance Abuse

Required Services/Tasks	Performance Standards	Method of Surveillance (QA)	Standards to be met/allowable deviations	Maximum annual payment fee
Customer Satisfaction	Contractor adheres to guidance provided by GPO	GPO & customer feedback	90% customer satisfaction rate, including GPO comments	TBD
Overall contract management, to include cost and time	Contractor maintains high level of quality assurance, responsiveness to GPO and Contract Specialist; reliability, completeness of tasks; contacts GPO immediately of any issues or problems. Contractor remains within or below cost estimates; meets time frames identified by GPO; notifies GPO immediately of any budget issues, no overruns.	GPO & Contracting Specialist monitoring; deliverables; budget estimates; invoices and reports	GPO receives no more than 4 valid complaints per 12 months. No more than 1 invoice per 12 months requiring suspension or disallowance due to mistakes, incompleteness or unallowable costs.	TBD
Reports Task 1	Deliverable schedule as specified in contract	GPO and Contracting Specialist monitoring	One delay per 12-month period	TBD
Delivery of high quality technical assistance and guidance; development of visible and valuable presence in the child welfare and substance abuse fields Task 2	Contractor is seen as a valuable, balanced resource for both CW and SA fields.	GPO and feedback from field.	90% satisfaction rate, including GPO comments.	TBD
Training/Meeting Management Task 3	Contractor organizes, and conducts conferences, and meetings that are	GPO and feedback from field	90 % satisfaction rate, including GPO comments	TBD

	valuable for the intended audience, and useful to the government			
Information Dissemination via. Written and Web-based materials, and video productions Tasks 3, 4, 5, 6	Contractor will prepare high quality written materials and audio-visual materials and adaptation of existing materials.	GPO monitoring	90% on-time delivery; few modifications required	TBD